WORKPLACE HEALTH & SAFETY
Dear Colleagues,

We are living in a very challenging & difficult time on account of the unprecedented issues posed by Covid-19. This pandemic has challenged human life, economies and businesses all across the world.

The Central & State Governments in India, supported by selfless healthcare workers are leading the management of this pandemic. Team Spoton, along with its business partners, continues to support the government and the community, through delivery of essential commodities.

On behalf of the Board and Senior Leadership Team, I would like to thank all the SPOTON HEROES, both our employees & partners, who have been providing outstanding service to our customers in these difficult times.

With the Government notifications regarding progressively resuming operations, Spoton is taking all the necessary precautions to restart operations across the country. This document details all the relevant measures.

Individually and collectively, we have to ensure that we are safe at all times, whether it is at home with the family, in transit, when we are at work with our colleagues at the work place, and when we interact with the community at large. This carries a huge responsibility and enormous challenge for each one of us personally. This also means a significant change in our way of living from what we were used to.

To facilitate this change and drive sustained, continuous improvements in Health Management across Spoton, we have created a Covid-19 Task Force, which has worked out a detailed SOP to ensure a safe start and continued safe management of operations & business.
These guidelines which include starting from home to going back safely, behaviour at work place, use of common facilities, guidelines in case of sickness, health emergency etc are explained in detail.

We will continue to incorporate future Government advice and instructions into Spoton guidelines.

We have created a Spoton mobile app for the Spoton family, which includes our employees and partners, which helps us stay connected and provide update about developments at a personal and group level related to Covid-19.

I am confident that TEAM SPOTON will show the right spirit and take the correct actions for being safe for themselves, their families, their colleagues and the customers that we serve.

Stay Safe! Keep well!

Regards,

ABHIK MITRA
Managing Director
Spoton Logistics Pvt Ltd.
RESUMING WORK POST LOCKDOWN
**OBJECTIVE**

To ensure the Safety & wellness of our employees, partners, customers (consigners & consignees), stake holders and their families so that COVID 19 infections are prevented in Spoton workplaces, our employees & partner’s homes & the workplaces of our consigners and consignees.

**SPOTON STRATEGY FOR COVID 19 PREVENTION**

**Prevention Awareness** – Training for all employees and partner staff on key aspects of how to prevent infection

**Disinfection and Sanitisation** – all locations and vehicle cabins to be disinfected and sanitised regularly by following WHO and MHA guidelines

**Screening & Monitoring** – Temperature screening at all locations with non-contact thermometers, thermal cameras etc., usage of in-house wellness app to continuously monitor health of all people associated with Spoton

**Social Distancing** – Ensure all hubs and SCs are marked in order to maintain social distancing within our locations while staff and handlers are loading/unloading or moving material etc.

**PPE** – Personal protective equipment will be provided to all our staff and partners, such as masks, hand sanitisers and soap
SCREENING & MONITORING

- Mandatory non-contact body temperature scanning
- Capturing the temperature and not allow people to enter if the temperature is not normal
- Continuous monitoring of Employee health through an in-house app
- Self-Assessment through the app
PHYSICAL DISTANCING

- Offices (Head Office and Regional Office)
  - Not more than 50% employees at any given point of time
  - Shifts and alternate day rosters
- Hubs/Service Centers
  - 30% of employees in a single shift
  - Markings done to ensure distancing norms are followed
- Staggered shift start and end timings
- Detailed physical distancing guidelines laid out for all activities carried out from commuting, to working in office and during lunch breaks
DISINFECTION & SANITIZATION

- **Locations:**
  - Disinfection of Common Use Areas including Table Tops / desktops / door knobs etc in every shift
  - Disinfectant mist of Sodium Hypochlorite
  - Frequent Disinfection / Sanitization of all touch points
  - Sanitizer Dispensing placed at accessible points

- **Vehicles**
  - All vehicle cabins and backdoors - to be disinfected before leaving Spoton locations
  - All vehicles to be equipped with adequate masks for staff and hand sanitizers
**PREVENTION & AWARENESS**

- Masks for all Employees Compulsory once out of the House
- Awareness briefing during every shift to staff, handlers and drivers
- Virtual Training - weekly training sessions by L&D Team to various groups
  - All operations Employees
  - PUD Partners
  - Location in charges
  - Downloading the features of the in-house app
EMPLOYEE BEHAVIOURAL FRAMEWORK

*We as Team SPOTON are ready for the CHANGE in this hour of need*

- **C** Change is inevitable
- **H** Health & Well Being is of prime importance
- **A** Awareness to ensure preparedness
- **N** Navigate the best practices to all
- **G** Gain knowledge as per WHO guidelines
- **E** Exhibit our exemplary behaviour
EMPLOYEE ACTIONS

1. Before leaving home
   - Employees take ownership in declaring their health status
   - Update self-assessment form in eTrac App
   - Start to office only when the employee is healthy
   - If employee is feeling sick, having severe cough, sneezing and difficulty in breathing. Take rest and consult family Doctor
   - Report to Manager and HR

2. While travelling to work

   Public Transport:
   - Maintain social distancing instead of standing in group/crowd
   - Employees ensure respiratory hygiene by wearing mask
   - Alternative seating to ensure social distancing
   - Windows to be kept open wherever possible
   - Avoid using shared autos & cabs
   - Immediately use a sanitizer once the journey is complete
Private Transport:
- Use of Self-Transport is highly recommended
- Avoid car-pooling, if no option then not more than 2 people including driver
- If using a 2-wheeler, Helmet is mandatory, strictly no pillion rider

3. **While at Work**
- Entry would be permitted only to personnel wearing face mask.
- Personnel with sickness *(Cough, Cold, Fever)* or any other communicable disease whilst on duty should voluntarily report the same to the Location in-charge and seek medical advice. Staff to stay back home if they have any symptoms of sickness and the same is to be reported to their respective line managers/HR.
- Multiple approach points to a premise would be restricted and Entry / Exit would be strictly channelized through a common point for movement.
- Spitting / Chewing of tobacco/Pan Masala/Gutka /Gums is strictly prohibited inside the premises
- There should be at least three feet distance between each person when in the premise
- Wash your hands with soap solution at frequent intervals.
- Avoid touching your eyes, nose and mouth as far as possible
- Please use a separate (personalized) water bottle for drinking water and plate to eat food.

4. After reaching home
- Ask the Door to be kept open
- Don’t touch your door or door handle
- Sanitize before Entering
- Leave your shoes outside
- Wash your hands and sanitize your belongings
- Take a bath & Give clothes in Laundry
How to Hand Wash?

1. Wet hands with water
2. Apply enough soap to cover all hand surfaces.
3. Rub hands palm to palm
4. Palm to palm with fingers interlaced
5. Backs of fingers to opposing palms with fingers interlocked.
6. Rotational rubbing of left thumb clasped in right palm and vice versa.
7. Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa.
8. Rinse hands with water
9. Dry thoroughly with a single use towel
10. Use towel to turn off faucet
11. ...and your hands are safe.
## In Case of Staff Sickness

<table>
<thead>
<tr>
<th>Step</th>
<th>Symptoms</th>
<th>Action</th>
<th>Report</th>
<th>Check Sheet</th>
<th>Final Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>If High Temperature for 4 days or Less</td>
<td>Stay at Home don’t come to office</td>
<td>Inform your Line Manager/HR</td>
<td>Update your Health status in the Spoton E Track Self declaration form</td>
<td>If you recover in less than 4 days return to work and keep the HR updated</td>
</tr>
<tr>
<td>2</td>
<td>If High Temperature or Respiratory Issues for 4 days or more</td>
<td>Contact the Nearest Health centre and get yourself checked</td>
<td>Obtain a Medical Certificate from the Health centre and in case Covid 19 test is advised keep your Line Manager Informed</td>
<td>Update your Health status in the Spoton E Track Self declaration form</td>
<td>If the Health centre has advised for home Quarantine, please follow the same and keep the HR updated</td>
</tr>
<tr>
<td>3</td>
<td>If you undergo Corona Virus Test</td>
<td>If Positive</td>
<td>Follow instruction by the Health Centre</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>If Negative</td>
<td>Follow the quarantine instruction by the Health Centre and report to work after obtaining a certificate from the HC</td>
<td></td>
<td></td>
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</tbody>
</table>
INSTRUCTIONS FOR PUD PARTNERS

- Using the app on PUD application to give self-assessment on health condition
- A bottle of sanitizers to be kept in the vehicles at all times
- Wearing of mask when at Spoton premises and when going for pick-up & delivery
- Documents to be taken over from Ops only if handed over in polythene cover. Polythene cover to be sanitized.
- Each delivery staff/driver must always carry company ID card, Aadhar ID card, a valid driving license, RC book and other required vehicle docs.
- Delivery associates to avoid unnecessary contact with doors and gate handles, where possible
- Delivery associates to avoid any physical contact with customers and maintain a distance of 1m/3ft with customers
- Delivery associates can use gloves for handling the shipments
INSTRUCTIONS FOR HANDLER’S

- Mask to be worn at all times
- There would be restriction to venture outside our premises
- If there are any symptoms of sickness the same to be immediately reported
- Wash hands frequently
- **Spitting / Chewing of tobacco/Pan Masala/Gutka /Gums** is STRICTLY PROHIBITED inside the premises
- Always keep your surrounding clean
- Always wash your clothes after use;
- Take bath before and after your shift
- Keep the driver cabin locked when not in use
**INSTRUCTIONS FOR DRIVERS (LH/Feeders)**

- Mask to be worn at all times especially at Spoton location and when visiting customer locations
- A bottle of sanitizers to be kept in the vehicles at all times
- Documents to be taken over from Ops only of handed over in polythene cover.
- The driver should always carry a Valid driving license, RC book and other required vehicle docs
- Keep the driver cabin locked when not in use
- Stand by driver / Helper should sit on the rear side seat whilst in transit
- No unauthorized person to be permitted in the vehicle during transit
- Relevant Invoice/Docs should be available
- A copy of company trade license (SPOTON)
- Vehicle/Individual movement pass as per local regulations to kept handy during movement
VEHICLES GUIDELINES

- Ensure that any vehicles entering our premises are being sanitized
- Check whether the drivers & support staff are wearing masks
- Security guards to conduct temperature check for the drivers & support staff
- Ensure that all PUD vehicles moving out of our SC is thoroughly checked for availability of hand sanitizers & masks in the Driver cabin
DEPARTMENT WISE ACTION PLAN

OPERATIONS TEAM

- At least one awareness briefing to be carried out during each shift and social distancing is maintained.
- Documents i.e. THC, DRS to be placed in a polythene cover especially when this is handed over and taken over to LH/Feeder drivers. Polythene covers to be sanitized.
- Accommodation of staff/handlers to be re-structured to ensure that social distancing is maintained
- A standby partition space to be designated for accommodating staff/handlers who are sick
- Ensure that social distance markings are done at relevant locations especially at entry points

RMT/SECURITY TEAM

- Entry/Exit is to be strictly regulated through designated locations
- Visitors not to be allowed inside the premise
- Temperature checks are carried out for all personnel entering the premise. If anyone is reading a temperature above 38 °C/ 99°F, the details of the individual would be noted in the register provided with Security, which further would be updated to HR.
**IT TEAM**

- Support in maintaining a digital data sheet for tracking Health, Safety and Sanitization records which could be readily produced during checks by Govt. Health authorities.

**HR TEAM**

- A record of employees who have reported sick to be maintained.
- A general communication on the options for medical coverage to be shared. In addition, a list hospitals covered under our medical scheme (PAN India) should be shared

**L&D TEAM**

- Necessary awareness materials to be prepared and shared to the staff
- Awareness posters on Good/Safe practices to be displayed at our locations
**ADMIN TEAM**

- Thermometers, Sanitizers & Masks to be procured locally and made availability at locations where the centrally distributed stock has not been received. Necessary stock for Sanitizers and masks to be maintained at locations and replenished as per usage.
- Water to be available at our locations for drinking, Wash area and Rest rooms. Options to have storage tanks to be thought of at locations where there is water scarcity.
- HK/Cleaning staff to be available and a cleaning log to be maintained.
- An exclusive set of instructions clearly defining the expected hygiene and sanitation standards, frequency of cleaning etc. to be communicated to service providers.
- Adequate disinfectant material is provided for frequent cleaning of premises
- Locations to be sanitized through an external service provider before opening and this should be done at frequent intervals preferably once in a fortnight. This would include the handler’s/staff dormitories. Option to get this done through Govt authorities to be explored.
- HK/ Cleaning staff to spray disinfectants in our premise at regular intervals especially at wash areas and rest rooms.
- Garbage bins with lids to be provided and necessary arrangement to be done to clear this everyday.
EMPLOYEE’S ADVISORY

- Avoid Physical Meetings
- Meeting rooms may be converted for work stations
- No Handshakes,

MEETING ADVISORY

- Avoid all physical meetings, conferences, events, training programs etc
- Maximize the usage of Con calls, VC etc.
- In case essential not more than 10 members in meeting a meeting room with necessary social distancing
- Avoid sitting face to face

TRAVEL ADVISORY

- No International travel
- Avoid inter-state travel
- Domestic travel not recommended until very essential
- Employees who would be on essential travel to follow all precautions
- Avoid multiple people going to same location
**SPOTON E-TRAC MODULE (Self declaration Health Form)**

**User Manual**

A) By Spoton Employees:

- Once employees reach the office, Security officer will capture the Body temperature with the help of Digital Thermometer and record the same using e-security App.
- Employees are required to complete the Self-Assessment on a weekly basis.
- Register in eTrac and enter the OTP.
- Application by default will show the different safety measures shared by the WHO.
- If you try to Punch in application will pop up the alert “Please take self-assessment Test”, Once user completes self-assessment system will allow to Punch in.
- Once he clicks on ok it will take to Self-assessment screen, click on start to continue the assessment.
- Chatbot based interactive form has been developed.
  - It will ask the below questionnaires
  - What is your Name?
  - Who are you? (Accept either Driver/Handler/Cleaner)
  - What is your gender? (Accept either male or female)
• Please enter the temperature measured by Spoton.
• Current residence location?
• Pin code of the location?
• Are you experiencing any of the following Symptoms: Cough / Fever / Difficulty in Breathing / None of the above
• Breathing Flow (Inhale & Exhale): Normal / Abnormal
• Have you ever had any of the following diseases: Diabetes / Hypertension / Heart Disease / None of the above
• Have you travel to any places in last 21 days: Yes / No (If yes then specify the name of the cities/states/countries)
• Interacted or lived with any COVID positive person - Yes/No
• **Result: Low risk / High risk / Immediate Medical Support with recommended suggestions**
• Note: Questions may change based on response to previous question
• Statistics: It will show the state wise number of cases in the graphical view, we can also select the different categories like Corona treatment centres, Corona testing labs etc.,
C) Website and Customer application

- In home screen: India wide live Covid 19 - total number of active cases/recovered/deceased count will be reflecting.
  - Can see the more details by clicking on the view more option.
    - It will show the state-wise number of cases in the graphical view, we can also select the different categories like Corona treatment centres, Corona testing labs etc.,
**For PUD Partners:**

1. Once PUD partners reach the office, Security officer will capture the Body temperature with the help of Digital Thermometer and record the same using e-security App.
2. Security will ask the PUD partners to do their self-assessment in PUD Application, PUD partners need to do self-assessment on daily basis.
3. PUD Partner will login to PUD Application using his credentials.
4. Application Popup the message that your self-assessment is not done, please go through the assessment now as shown below.
5. Once he clicks on ok it will take to Self-assessment screen, click on start to continue the assessment.
6. Chabot based interactive form has been developed. It will ask the below questionnaires:
   - What is your Name?
   - Who are you? (Accept either Driver/Handler/Cleaner)
   - What is your gender? (Accept either male or female)
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   - Current residence location?
- Pin code of the location?
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7. Statistics: It will show the state wise number of cases in the graphical view, we can also select the different categories like Corona treatment centres, Corona testing Lab ......ETC
8. Health Stats: In this customer can see the health details of the person who came for pickup / Delivery goods
CRISIS MANAGEMENT AND CONTROL FRAMEWORK (CMCF)

Managing Director
- Abhik Mitra
  Managing Director

Crisis Management Team
- Krishna Chandrasekar - CFO
- Uday Sharma - Director Sales
- Jothi Menon - Director HR & SQ
- Rajesh Kapse - Director IT
- Sharmistha Majumdar - Director CS
- Pawan Sharma - VP Operation
- Rajesh Kumar - VP Operation
- Sathish Joseph - Head RMT

CRISIS MANAGEMENT TEAM

Crisis Planning Team
- Operations Team
- IT Support Team
- Risk Management Team
- HR & Admin Team

CRISIS PLANNING TEAM
- Shivanand SQ
- Satya Eng
- RSMs

OPERATIONS TEAM
- ROMs
- DOMs
- Hub Mgrs
- All AOMs

IT SUPPORT TEAM
- All IT Mgrs

RISK MANAGEMENT TEAM
- All RMT Mgrs

HR & ADMIN TEAM
- All HR Mgrs
IN CONCLUSION

- These guidelines are subject to all applicable notifications/orders/guidelines of the Government that may be issued from time to time.
- For any clarifications, doubts, suggestions please get in touch with the respective Ops Managers/HR/RMT.
- These are indicative guidelines and subject to overall rules & regulations of SPOTON.
THANK YOU